



# DSI 4/18/07

## □ Start

- ✓ Determine areas where fees could be charged and currently aren't (dog parks, public data requests)
- ✓ Outreach education (schools, immigrants, block clubs, etc.)
- ✓ Non-resident service fees
- ✓ Balancing customer service and revenue needs
- ✓ Safety training/Cross-training
- ✓ Hourly charge for engineering services
- ✓ Reevaluate license fees (site-plan reviews)
- ✓ Enhanced public communication (libraries, etc.)



# DSI 4/18/07

## □ **Start**

- ✓ **Neighborhood sweeps and dog licensing**
- ✓ **Basic service fee for business planning, etc. (consultation fee)**
- ✓ **General business license**
- ✓ **More “teeth” in health code/ C of O**
- ✓ **Get to know what others in dept are doing (eliminate duplication)**
- ✓ **Tweaking AMANDA to better share data/info**
- ✓ **Co-location of office**



# DSI 4/18/07

---

## ❑ **Stop**

- ✓ **Inspecting solid waste haulers**
- ✓ **Minimize meetings/duplication of meetings**
- ✓ **Thinking as individual units (more collaboration between units)**
- ✓ **Using trade inspectors for C of O (replace with Fire Inspector or Fire Inspector aid)**
- ✓ **Use of City cars should be open for discussion (leasing options, personal use, etc.)**



# DSI 4/18/07

## ❑ **Change**

- ✓ **Way things are licensed (special events)**
- ✓ **Increase code compliance fees**
- ✓ **Set aside dollars for new vehicle purchase (including general fund)**
- ✓ **Fees cover all overhead costs**
- ✓ **City-wide buy-in to AMANDA**
- ✓ **Increase customer service integration through eliminating silos/more cross-training**
- ✓ **Wireless for field inspectors**



# DSI 4/18/07

## ☐ **Be sure to keep**

- ✓ **Safety programs for inspectors**
- ✓ **Community outreach**
- ✓ **Commitment to customer service/communication/customer satisfaction**